



Representative Payee Program

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Representative Payee Program Manager



BFC is a private, non-profit organization that has been contracted by the

DC Department of Behavioral Health

since 2002 to provide organizational payee services to consumers who receive Mental Health Rehabilitation Services in the District of Columbia.

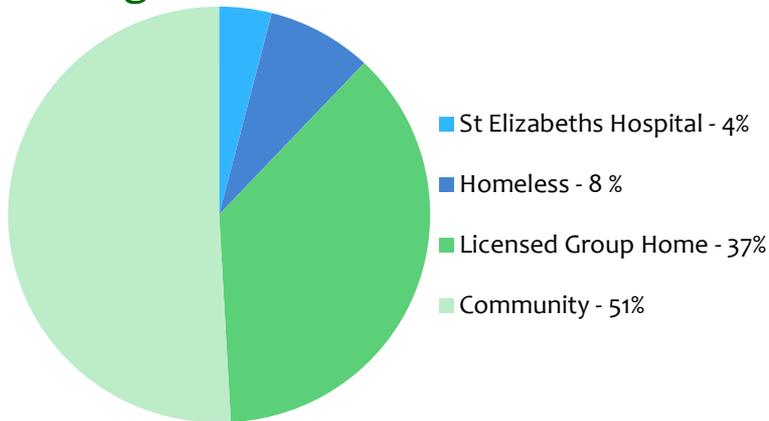
The RPP contract allows us to provide services that:

- are **free of cost** to consumer
- follow the consumer as they move among mental health providers and treatment settings in DC
- provide transparency and impartiality

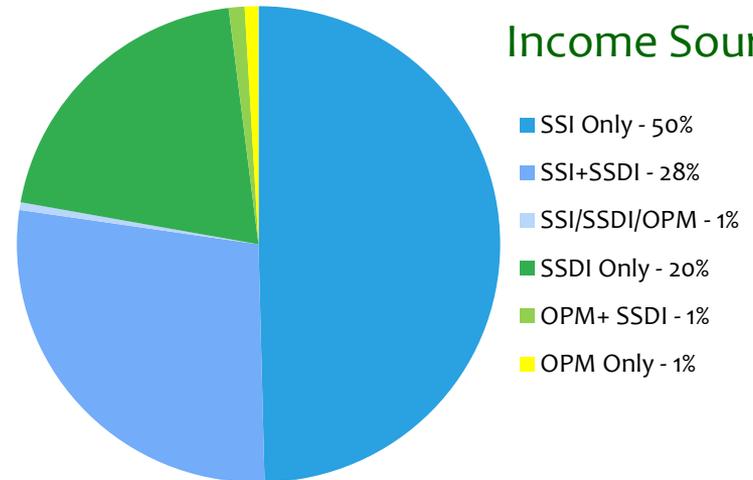
The consumers we serve

are single adults with severe and persistent mental illness.

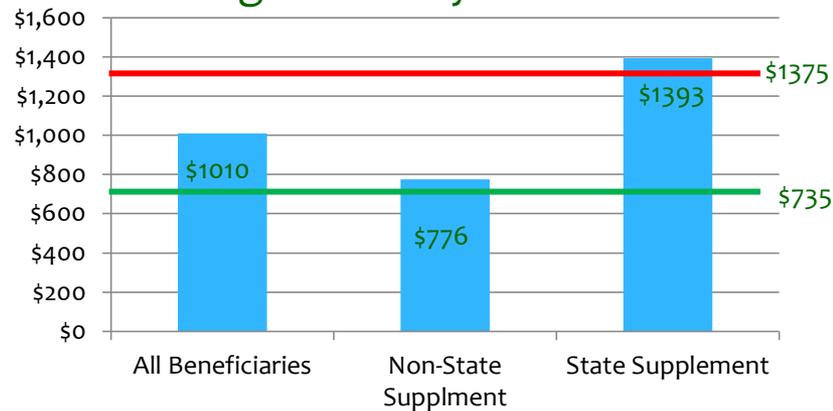
Living Situation



Income Source



Average Monthly Income



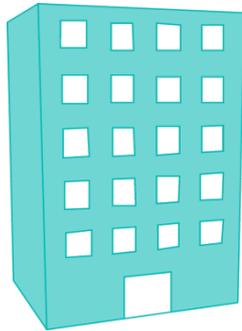
Reporting to SSA

Our consumers experience frequent changes in living situation and other life events that impact their benefit eligibility and must be reported to SSA.

- Full-time Benefit Coordinator on staff
- Weekly in person appointments at our local SSA field office
- Encrypted email communication with SSA



Hospitalizations



Work Activity



Moves

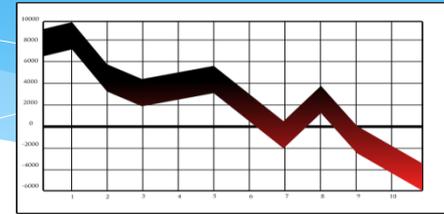


Resources



Incarcerations

Reporting Challenges



Understaffing at SSA Offices

We have observed the decrease in staffing and strain on services at our local SSA office over time as a result of budget cuts, hiring freezes, and the inability to fill vacant positions quickly, if at all.

- Continuous pressure to reduce time committed to regularly scheduled visits
- Large workload for SSA staff limits ability to address issues between visits
- Highly skilled SSA staff move on to new positions quickly
- Processing delays lead to under- and overpayments, further complicating reporting and corrections

We fear even greater pressure with latest hiring freeze and proposed budget cuts.

Limited Online Resources



- Previously available online services have been eliminated
- Barred from using My Social Security for beneficiaries
- SSA BSO Internet Representative Payee Accounting submission is very limited in use



Hopes for the Future

- Continue commitment to dedicated staffing for Organizational Payees
- Develop new online resources that will increase capacity
- Advocate for changes in policies that will support beneficiaries ability to remain in their communities with and without the assistance of payees